

# **Your Choice between AltruCare and the Primary Care Provider Program**

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Make sure you are eligible for these programs by checking with your county eligibility worker.

# **YOU HAVE A CHOICE FOR YOUR HEALTH CARE COVERAGE**

You are able to choose between two managed care plans. You must select one of the following:

- AltruCare - A Managed Care Organization operated by Blue Cross Blue Shield of North Dakota and Altru Health System

OR

- Primary Care Provider (PCP) Program - A state-wide Medicaid program where you must select a primary care provider.

## **CHOOSING A PRIMARY CARE PROVIDER**

- In AltruCare, you do not have to select an individual physician or clinic. You simply select AltruCare
- In the Primary Care Provider Program, you must select an individual Primary Care Provider (Family Practitioner, Internist, General Practitioner, Pediatrician, Rural Health Clinic, Federally Qualified Health Center, or Indian Health Service Facility).

## **REFERRALS**

AltruCare

- No referral is needed for specialty care in the AltruCare Network. However if you need specialty care outside of the AltruCare Network, a referral is needed.

Primary Care Provider Program

- Services for some specialty care requires a referral from your Primary Care Provider.

<b>Service</b>	<b>Covered by AltruCare</b>	<b>Covered by Primary Care Provider Program</b>
Acupuncture	No	No
Ambulance Services	Yes	Yes
Ambulatory Surgical (Outpatient surgery)	Yes	Yes, requires a referral
Audiology (Hearing services)	Yes	Yes, requires a referral
Chemical Dependency performed by Psychiatrists or Psychologists (Drug and alcohol abuse treatment)	Yes	Yes
Chiropractic (spinal manipulation and x-rays of the spine)	Yes	Yes
Cosmetic Surgery	No	No
Dental	No, but covered by North Dakota Medicaid	Yes
Durable Medical Equipment (Wheelchairs, etc.)	Yes	Yes, requires a referral
Emergency Services	Yes	Yes
Experimental Procedures	No	No
Family Planning Services	Yes	Yes

<b>Service</b>	<b>Covered by AltruCare</b>	<b>Covered by Primary Care Provider Program</b>
Fertility Treatment (In-vitro Fertilization and Embryo Transplantation or Implantation)	No	No
Health Tracks Screenings (Well-baby and childhood screening)	Yes	Yes
Home Health Care	Yes	Yes, requires a referral
Hospice	Yes	Yes, requires a referral
Hospital, Inpatient	Yes	Yes, requires a referral
Hospital, Outpatient	Yes	Yes, requires a referral
Immunizations	Yes	Yes
Lab, X-ray, and Radiology (by an independent therapist)	Yes	Yes
Massage Therapy (by an independent therapist)	No	No
Mental Health Services (Including psychiatric, psychological, and clinical services from the Regional Human Service Center)	Yes	Yes
Mid-level Practitioner (Includes family and pediatric nurse practitioners and certified nurse midwives)	Yes	Yes

<b>Service</b>	<b>Covered by AltruCare</b>	<b>Covered by Primary Care Provider Program</b>
Nutrition	Yes	Yes, requires a referral
Obstetrical and Gynecological	Yes	Yes
Occupational Therapy	Yes	Yes, requires a referral
Ophthalmologic (provided by MD specializing in the eye)	Yes	Yes
Optometric (Vision testing and prescriptions for glasses)	No, but covered by North Dakota Medicaid	Yes
Oral Surgery	No, but covered by North Dakota Medicaid	Yes, requires a referral
Orthodontics (only through referral from Health Tracks Program)	No, but covered by North Dakota Medicaid	Yes, requires a referral
Physical Therapy	Yes	Yes, requires a referral
Physician	Yes	Yes, requires a referral
Podiatric Services (Foot care)	Yes	Yes
Prescription Drugs	No, but covered by North Dakota Medicaid	Yes

<b>Service</b>	<b>Covered by AltruCare</b>	<b>Covered by Primary Care Provider Program</b>
Private Duty Nursing	No, but covered by North Dakota Medicaid	Yes, requires a referral
Prosthetic Devices (Artificial limbs and braces)	Yes	Yes
Public Health Unit	Yes	Yes
Reconstructive Surgery	Yes	Yes
Reversal of Sterilization	No	No
Speech Therapy	Yes	Yes, requires a referral
Transplant	Yes	Yes, requires a referral
Transportation (non-emergency)	Yes	Yes

## **GRIEVANCES**

If you have a question, complaint or problem with services you receive, both AltruCare and the PCP Program have steps to settle your concern.

- If you enroll in AltruCare, contact their office for details
- If you enroll in the PCP Program, contact your county eligibility worker for assistance

# **COPAYMENTS**

AltruCare - \$0, no copayments

## **Primary Care Provider program**

- \$1 for spinal manipulation received during a chiropractic appointment
- \$1 for each outpatient speech therapy visit
- \$2 for each clinic appointment (includes all Medical Physicians, Nurse Practitioners, and Physicians Assistant (certified))
- \$2 for each dental clinic appointment
- \$2 for each outpatient physical therapy visit
- \$2 for each outpatient occupational therapy visit
- \$2 for each optometry appointment
- \$2 for each outpatient psychological appointment
- \$2 for each outpatient hearing test visit
- \$3 for each hearing aid supplied
- \$3 for each clinic appointment to a Rural Health Clinic or Federally Qualified Health Center
- \$3 for each podiatry office appointment
- \$3 Prescription Drugs - Brand Name
- \$6 for each emergency room visit that is not an emergency
- \$75 for each inpatient hospital stay

## **YOU DO NOT HAVE TO PAY THE COPAYMENT:**

- If you are living in a nursing facility, swing bed, State Hospital; or
- If you are under 21 years of age; or
- If you are pregnant; or
- for true emergencies; or
- for family planning services

## CHANGING YOUR ALTRUCARE OR PRIMARY CARE PHYSICIAN

You may ask for a change in your AltruCare or PCP selection. To do this, you must contact your county eligibility worker.

- If you selected the PCP program and you want to change to AltruCare, the change will start the first day of the next month. Example is if you ask for a change on January 10, the change will become effective on February 1.
- If you are enrolled in AltruCare and you want to change to the PCP Program, the change will become effective the first day of the month following the next full month. Example is if a request is made January 10, the change will be effective on March 1.
- If you are enrolled in the PCP Program and you want to change to another Primary Care Physician, the change will become effective on the day your county eligibility worker approves the request.

## EMERGENCY SERVICES

Emergency care is covered, if it is for medical conditions which you think of as life-threatening, or which could cause death or severe, permanent damage or injury to a person or unborn baby if not treated immediately. If you need emergency care, go immediately to the nearest hospital emergency room. If you need care after an emergency, contact your primary care provider to schedule an appointment with him or her, or they may refer you to a specialist.

Any person who believes he has been discriminated against by reason of race, color, religion, national origin, age, sex, political beliefs, disability or status with respect to marriage or public assistance may file a written complaint within 180 days of the alleged discrimination with their local County Social Services Board, the North Dakota Department of Human Services, Bismarck, North Dakota, or the U.S. Department of Health and Human Services, Denver, Colorado.